



53C6

**PATENT**

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicants: Benjamin P. Davenport, et al., )  
Serial No.: 10/005,636 )  
Filed: December 3, 2001 )  
Title: SERVICE QUALITY )  
MONITORING SYSTEM AND )  
METHOD )

Attorney Docket No.: MFCP.89120

Examiner:

Art Unit: 2183

**CERTIFICATE OF MAILING**  
37 C.F.R. 1.8

I hereby certify that this correspondence is being deposited with the U.S. Postal Service as First Class Mail, postage prepaid, in an envelope addressed to: Drawing Processing Branch, Assistant Commissioner for Patents, Washington, D.C. 20231, on:

1/22/02

Date

*Leanne Smith*  
Signature

**TRANSMITTAL OF SUBSTITUTE DRAWINGS**

Assistant Commissioner for Patents  
Washington, D.C. 20231  
ATTN: Drawing Processing Branch

**COPY OF PAPERS  
ORIGINALLY FILED**

Dear Sir:

Informalities in the drawings for the above-identified application were noted in a Notice to File Corrected Application Papers mailed on December 31, 2001. In that notice, substitute drawings were required. In response to the requirement for substitute drawings, a new set of drawings (10 sheets) is submitted herewith.

It is respectfully requested that the new set of drawings appended to this communication be accepted and entered in the subject application as a replacement for the original

set of drawings (10 sheets) filed with the application. In this letter regard, it is submitted that the informalities noted in the Notice to File Corrected Application Papers have all been addressed in preparing the appended new set of drawings.

Respectfully submitted,



Daniel W. Shinn  
Reg. No. 40,810

SHOOK, HARDY & BACON L.L.P.  
One Kansas City Place  
1200 Main Street  
Kansas City, Missouri 64105-2118  
Phone: (816) 474-6550  
Fax: (816) 421-5547



OIP - 50  
FEB 15 2002  
UNITED STATES PATENT AND TRADEMARK OFFICE

m

COPY OF PAPERS  
ORIGINALLY FILED

Page 1 of 1

COMMISSIONER FOR PATENTS  
UNITED STATES PATENT AND TRADEMARK OFFICE  
WASHINGTON, D.C. 20231  
www.uspto.gov

APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
10/005,636	12/03/2001	Benjamin P Davenport	MFCP 89120

CONFIRMATION NO. 8244

FORMALITIES LETTER



\*OC00000007241567\*

DANIEL W. SHINN  
SHOOK, HARDY & BACON L.L.P.  
1200 Main Street  
Kansas City, MO 64105-2118

Date Mailed: 12/31/2001

**NOTICE TO FILE CORRECTED APPLICATION PAPERS**

***Filing Date Granted***

This application has been accorded an Application Number and Filing Date. The application, however, is informal since it does not comply with the regulations for the reason(s) indicated below. Applicant is given **TWO MONTHS** from the date of this Notice within which to correct the informalities indicated below. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

The required item(s) identified below must be timely submitted to avoid abandonment:

- Substitute drawings in compliance with 37 CFR 1.84 because:
  - drawing sheets do not have the appropriate margin(s) (see 37 CFR 1.84(g)). Each sheet must include a top margin of at least 2.5 cm. (1 inch), a left side margin of at least 2.5 cm. (1 inch), a right side margin of at least 1.5 cm. (5/8 inch), and a bottom margin of at least 1.0 cm. (3/8 inch);

*A copy of this notice **MUST** be returned with the reply.*

*12/15/02*  
Customer Service Center  
Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE